

Schroeder Measurement Technologies, Inc. Computer Based Testing

Louisiana State Board of Cosmetology

CBT System Overview For Candidates February 5, 2016

LOUISIANA STATE BOARD OF COSMETOLOGY CANDIDATE REGISTRATION, SCHEDULING AND EXAMINATION ADMINISTRATION OVERVIEW

The information contained within this overview is for the purpose of providing an outline of SMT's computer based testing (CBT) secure exam delivery system. In doing so, we have identified the various steps and processes associated with providing CBT exam delivery services to LSBC candidates. We have primarily focused on the steps and processes directly associated with the candidates scheduling, payment and exam delivery. It should be noted that in addition to the steps and processes outlined within this overview, there are additional administrative processes which would need to be performed by the LSBC staff which are not relevant to the administration of the candidates' exam.

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LSBC Pre-registration Process

LSBC will need to pre-register all candidates who are authorized to schedule themselves to sit for any NIC theory examination. The pre-registration of candidates by LSBC is facilitated by the use of an SMT predefined template, which among other things would include the below candidate and examination information:

1. Candidate Name - It is critical that the candidate's name provided during the preregistration process by LSBC matches the application submitted by the candidate, as the name as it is provided within the preregistration process is compared with and must match the government issued identification which will be presented by the candidate at the point of admission to the testing center. The name which a candidate used and registered as and which appears on the address section, at the beginning of the Candidate Admission Letter/Document, specifically the candidate's given name (first name) and surname (last name), must match exactly, the given name and surname on the government issued photo identification the candidate is planning to use to gain admittance at the test center. This is a critical element as the candidate name is used throughout the entire testing process. If the candidate pre-registration name does not match the identification presented, the candidate will not be permitted to sit for their exam.

If candidate's given name (first name) and surname (last name), on the government issued ID and admission letter do not match exactly, it is the candidate's responsibility to contact LSBC. The LSBC must resolve any name changes and preregister the candidate again with the correct information. Name differences MUST be resolved no later than one business day before the scheduled exam administration date, or the candidate will not be permitted to take the examination they registered for and the all fees will be forfeited. Under no circumstances will any differences in your given or surname be resolved at the testing center on the day of the examination.

- 2. Candidate email address The CBT secure exam delivery system requires that each candidate have a unique email address. This unique email address is used at various points and processes; from the point the candidate is preregistered, exam scheduling, candidate login at the point of administration, score reporting, etc. Therefore, it is a critical requirement that all candidates at the point of preregistration are associated with a "unique" email address.
- 3. Mailing address The candidate's mailing address is referenced at various points throughout the exam delivery process, and assists in the identification of candidates.
- 4. Phone Number The candidate's current telephone number is very important and used under a variety of instances to contact the candidate in the case of rescheduling, site closure due to inclement weather, etc. Ideally it is recommended that an alternate number be obtained, however this is not required.

- 5. Candidate Date of Birth (DOB) The candidate's date of birth is used at various points throughout the process, including exam security and identity verification at the time of admission to the exam.
- 6. LSBC Candidate Number This number is assigned to the candidate by the LSBC, specifically for LSBC's internal use.
- 7. Preregistration Expiration Date The expiration date would be included and assigned if the candidate is required to take their theory examination by a certain date.
- 8. School Identification Number The candidate school number is used for the purpose of populating the quarterly NIC school reports.
- 9. Exam Program ID Number The exam program ID number is a unique 3 digit number that relates to and identifies the specific exam title and language to be administered to the candidate being pre-registered. This is a critical element as it specifically identifies the exam title and language which the CBT secure exam delivery system will present to the candidate on the day of the administration.

The requirements and information outlined above relate to LSBC's candidate preregistration process, as it is important to consider the above required elements in determining if the information is currently being collected from the candidates or if current forms (i.e. application) need to be modified.

Candidate Authorization to Test Notification

The information outlined below relates to the process the candidates will experience when registering to sit for their examination.

Once the LSBC pre-registers the candidate, the candidate will receive an "Authorization to Test" email notification. A sample of the email is as follows:

From: registrations@isoqualitytesting.com **Sent:** Tuesday, January 26, 2016 5:33 PM

To: Sample Candidate

Subject: Iso-Quality Testing: NIC Cosmetology LA

AUTHORIZATION TO TEST

Tuesday, Jan 26, 2016

Dear Sample Candidate,

You have been approved by the Louisiana State Board of Cosmetology to make an appointment to sit for your examination. Please proceed as follows:

- 1 Go to our home page: www.IQTTesting.com
- 2 Using the option "Examination Registration"

Enter your Username and Password to login. These are:

UserID: Samplecandidate@yahoo.com

Password: NZWwUWBKA

3 - Select the Organization: National-Interstate Council Louisiana

Select the Exam: NIC Cosmetology LA

After logging in, please follow the on-screen instructions for making an appointment.

Please note that you must test within this date range: 01/23/2016 to 01/23/2017.

Should you require assistance, you can click on the "Contact Us" tab on the home page and then send a message to customer service, or you may call (toll free in USA and Canada) 866-773-1114, or (other countries) +1 727-733-1110.

Sincerely,

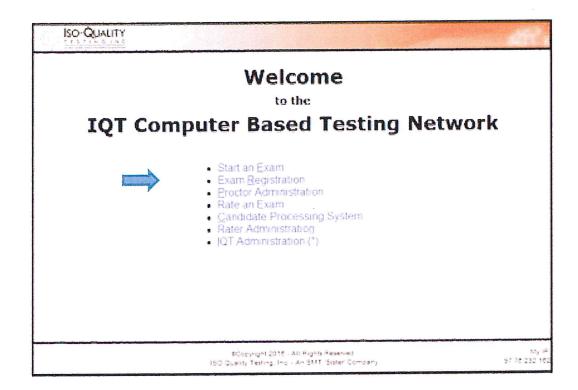
Registrations@isoqualitytesting.com

Iso Quality Testing, Inc.

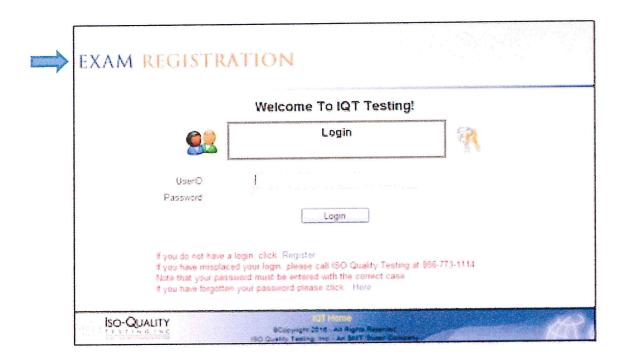
Candidate Exam Scheduling Process

Once the candidate receives their email authorization to test, the candidate will go online to schedule their NIC theory examination. The candidate will select the date and time for when they want to sit and pay for their exam using the following processes:

- 1. Go to www.IQTTesting.com
- 2. Select the option "Exam Registration"



3. The candidate will then automatically be directed to the "EXAM REGISTRATION" screen.



4. The candidate will be required to enter their "User ID" which is located on their "Authorization to Test" email.

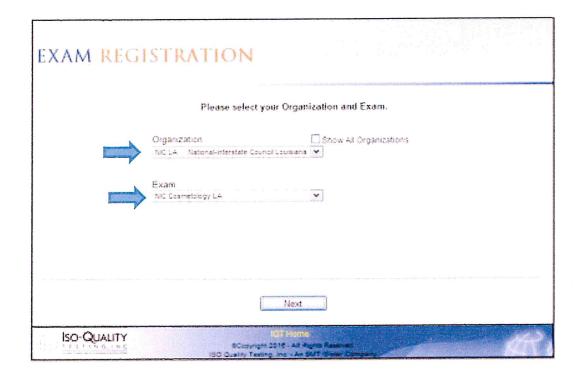


5. The candidate will also be required to enter their "Password" which is also located on their "Authorization to Test" email.



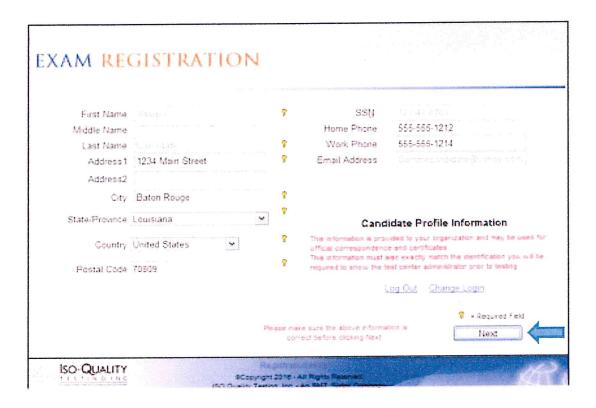
The candidate will then click "Login" and will be redirected to the Organization" and "Exam" screen.

6. The candidate's specific "Organization" and "Exam" will automatically populate in the drop-down fields. The candidate will click on "Next"



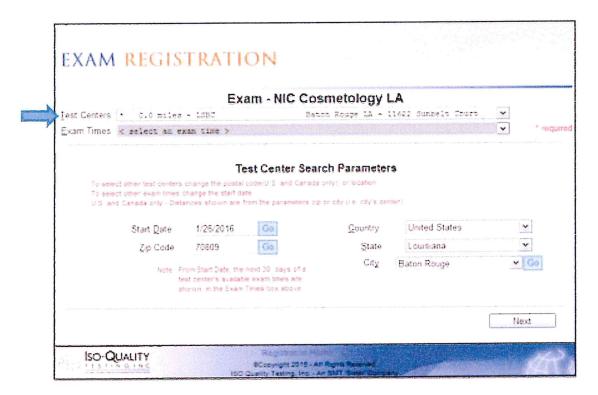
This will complete the log in process. The candidate will automatically be redirected to the candidate profile information screen.

- 7. Candidate Profile Information: The "Candidate Profile Information Screen" will automatically populate with the candidate specific information uploaded by the LSBC. The candidate will need to verify all candidate information is correct:
 - a. Candidate Name, SSN and Email address: These fields are locked and cannot be changed by the candidate. If the candidate needs to make changes to this information they will need to contact the LSBC as this information must match when presented during the check-in process on the day of their exam.
 - b. Candidate Address and Telephone Number(s): These fields are not locked and can be changed by the candidate. It is recommended that the candidate provide their phone number in the event they need to be contacted the day of their exam.

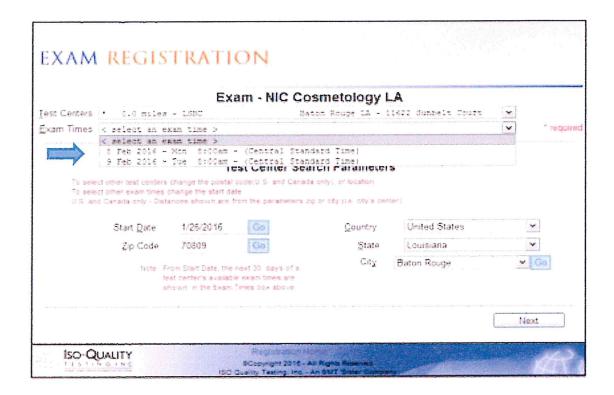


Once the candidate profile information is confirmed, the candidate will click onto "Next"

8. Exam Location, Date and Time Selection screen: The exam site, in the drop down window will default to the Louisiana State Cosmetology Board location for all LSBC candidates.



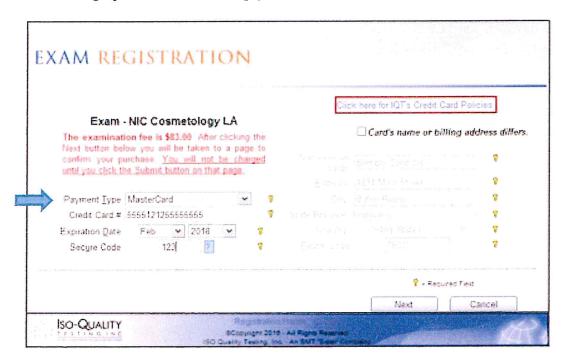
9. The candidate will be required to choose their desired exam date and time, based on the dates and times available.



Once the desired date and time is selected, the candidate will click "Next"

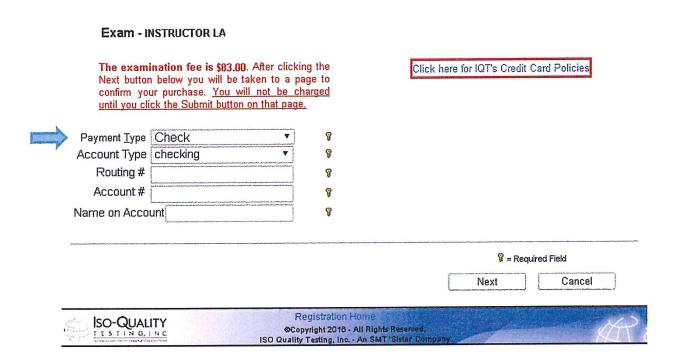
10. Candidate will be required to pay for the examination fees before the finalizing the registration. The payment methods available are Credit Card: (MC, Visa or Amex) or by check.

The following represents the credit card payment screen.



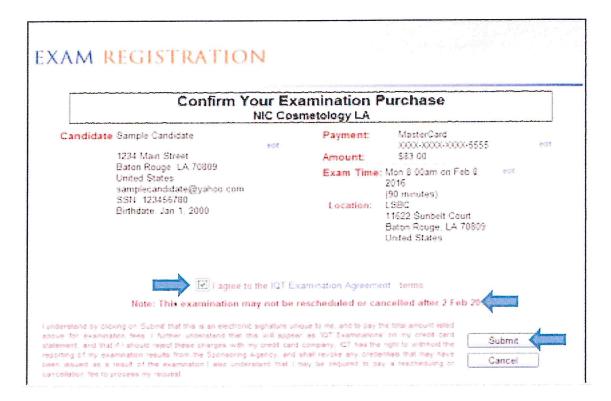
The following represents the secure check payment screen. The candidate will be required to provide the routing number, account number and check number.

EXAM REGISTRATION



Once the payment information is complete, the candidate will click on next to confirm the purchase and complete the scheduling of their examination.

11. Examination Registration Confirmation: The candidate is required to confirm the payment and agree to the terms before the registration is complete. Once the candidate submits the exam registration, they can only reschedule their examination by paying the appropriate fee(s) indicated below. It is important to note the candidate is not permitted to reschedule or cancel after the date provided at the bottom of the confirmation and agreement page.



Candidate Rescheduling/Cancellation with required notice.

\$25.00

Without an approved excuse, which includes death of an immediate family member, active military orders, jury duty, or a doctor's excuse (on the medical facility letterhead), a candidate wishing to cancel or reschedule a scheduled examination five (5) or more calendar days prior to their scheduled examination date, excluding the date of the examination, the indicated fee will be charged.

per candidate

Candidate Rescheduling/Cancellation without required noticed.

Full test administration fee

Candidates are not permitted to reschedule or cancel a scheduled examination less than five (5) calendar days prior to their scheduled examination, without an approved excuse. If a candidate fails to appear for their scheduled examination, comes to the test center without proper ID, and/or the proper admission letter, the candidate will forfeit the full applicable testing fee.

No Show Fee

Full test administration fee

If a candidate fails to appear at the designated CBT testing location on their scheduled date and time, or is unable to sit for the examination due to their failure to adhere to established protocols, SMT will invoice $\underline{\text{the client}}$ the full administration fee.

Candidate Score Verification.

\$50.00

At the request of the candidate or client, SMT will conduct a verification of a specific candidate's score. Any score verifications requested must be paid for in advance.

per candidate

12. Candidate Admission Document and Payment Receipt: Once the exam is scheduled and the payment is processed, an "Admission Letter" and Payment Receipt will be simultaneously generated and automatically pops up onto the screen to be printed. In addition, the candidate is sent an email that includes a link to the admission letter, payment receipt and instructions. The admission letter must be printed and submitted along with the proper credentials at the time of the examination.

 $\textbf{From:} \ \underline{registrations@isoqualitytesting.com} \ [\textbf{registrations@isoqualitytesting.com}]$

Sent: Sunday, January 31, 2016 5:10 PM

To: Sample Candidate

Subject: IQT Examination Registration Receipt: NIC Cosmetology LA

Sunday, Jan 31, 2016

Dear Sample Candidate,

You have successfully registered for the NIC Cosmetology LA examination. Please use the hyperlink below to display and print your receipt and Candidate Admission Letter.

!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!

You must bring your Candidate Admission Letter with you on the day of your exam. If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

In order to begin the examination, you will need the UserID and Passcode provided on the receipt below.

https://www.igttesting.com/Default.aspx?Function=Receipt&ID= SampleCandidate 814170 R8ZJCyep9FjU

Note that if your email program has broken the hyperlink, clicking it will no longer work to take you to your receipt. To fix this:

- 1) Copy and paste the full hyperlink into Window's Notepad program.
- 2) Edit the link so that it is one line again.
- 3) Paste the repaired hyperlink into the browser's address box and press Enter on your keyboard.

Should you require assistance, you may call (toll-free in USA and Canada) 1-866-773-1114, or (other countries) +1 727-733-1110. Sincerely,

Iso-Quality Testing, Inc.

Admission to the Testing Center

Identification Requirements

The candidate must present a valid, government-issued photo ID with a signature to be admitted to the exam. To be valid, the ID can not be expired, altered, defaced, etc. and the photo must match the candidate as well as the name in the Roster/Admission Letter.

Acceptable ID's:

- Driver's License photo ID
- State-Issued photo ID Card
- Passport
- Military photo ID
- Temporary Driver's License (must be provided in addition to photo ID)

Non-Acceptable ID's:

- Library Card or Gym Membership
- School ID
- Social Security Card
- Credit Card or Department Store Card
- ID with only photo OR signature
- Facebook

Secure Candidate Check-in

At the point of check-in, the candidates' appearance and identity is documented and validated to include:

- Capturing a digital photograph of the candidate
- Obtaining several fingerprints from the candidate
- Scanning and imaging the valid, government-issued photo ID with a signature
- Verification the candidate is scheduled to sit for the examination (Admission Letter)

Candidate Check-In Process

Every candidate must have a printed copy of their Admission Letter as previously noted. Electronic copies that they may pull up on their phone or tablet not acceptable. It is the candidate's responsibility to be aware of the testing requirements found in the admission letter, prior to his/her arrival to the scheduled examination. The Admission letter includes information and policies relating to:

- Candidate's name, address and contact information
- Exam facilities location
- Scheduled date and time
- Changing candidates information
- · No shows and rescheduling
- Valid form of identification
- Inclement weather
- Examination security
- User ID and Passcode necessary to participate in the exam
- Authorized materials list (There are no authorized materials for the NIC exams)
- Exam Registration receipt

Due to security issues, IQT will not send the admission letter to any email other than the address listed on the candidate's account. It is the candidates' responsibility to provide their admission letter on the day of testing. The Admission letter provides clear instructions on the candidate's responsibilities. If a candidate forgets the letter and does not have login information or an accessible email address on file with IQT, he/she will not be permitted to test.

Prohibited Items / Articles

Possession and/or access to the following items are strictly prohibited and will NOT be permitted in the testing room:

- 1. Wristwatches or any other type of time keeping device;
- 2. Electronic devices of any kind including but not limited to cell phones, Blackberries, Smartphones, iPhones, PDAs, wireless e-mail devices, iPods, MP3 players, pagers, calculators, clocks, cameras, scanners, radios, recording devices, hand-held computers, programmable watches, transmitters or receiving devices, microphones, etc.;
- 3. Headphones, headsets, ear phones, ear buds, or Blue Tooth capable devices;
- 4. Notes, papers, books, exam review, or other study materials in any format or media (including CDs);
- 5. CDs, USB keys, DVDs or other electronic media;

- 6. Newspapers, magazines, dictionaries, prayer books, or any other written material;
- 7. Luggage, handbags, purses, backpacks, briefcases, tote bags, or bags of any kind;
- 8. Pens, pencils, markers, or highlighters of any kind;
- 9. Hats, baseball caps, or visors (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).

Visitations

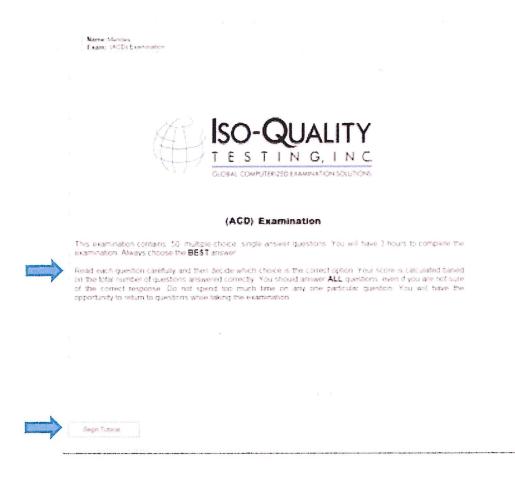
Candidates are not allowed to receive any kind of visitors during the examinations, under no circumstances.

Candidate Testing Experience Overview

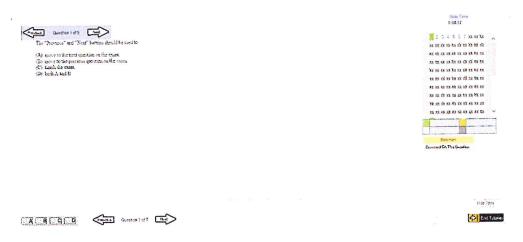
SMT Sample Exam

This section contains information regarding the candidate experience when taking the NIC theory exam with SMT. This provides candidates with an understanding of all steps related to their experience and what they may encounter.

Once candidates are checked in and logged into their exam, the first screen will be the Pre-Amble Screen. This should be read by the candidate in its entirety, as it offers important information needed in preparation of the examination such as the length of the exam and the number of questions. The Pre-Amble will change according to the exam the candidate is registered. Once the candidate understands the content in this section, he/she will click on "Begin Tutorial" on the lower left corner.



The tutorial will go over the functions of the examination with the same style and format of the actual exam as shown below. Candidates must demonstrate knowing how the system works by completing the tutorial. Each question must be answered correctly before moving to the next question; otherwise a red box will appear at the bottom left corner, stating the answer was incorrect. The candidates will get a total of 7 questions and 5 minutes to complete the tutorial, which does not affect the time of the actual exam. When candidates answer the last question, a notice will appear that he/she is on the last question. This is only to notify that all questions have been answered, thus not ending the exam. It is important to understand that candidates must be the ones to choose and click on the items. Once all questions are answered, the candidate will click on "End Tutorial".



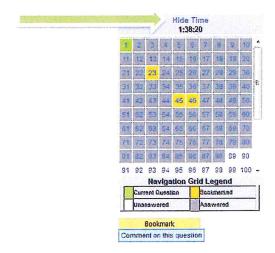
After the tutorial is complete, the candidate will begin their NIC theory exam. During the exam the candidates will have the ability of skipping, bookmarking or commenting on any question:

- Skipping A candidate may choose to leave a question unanswered and come back to it at the end of the exam. This can be achieved by clicking on another question on the navigation grid, or by clicking on the next arrow in the bottom left of the screen.
- Bookmarking When a question is answered and the candidate is not completely certain and would like to come back to it, the question can be bookmarked.
 - Only a question that has been answered can be bookmarked, otherwise the question should be skipped.
- Commenting This function provides the ability to comment on any question that presents
 irregularities identified by the candidate. All comments are reviewed by the credentialing
 organization in efforts to improve the exam.

The testing system was designed with the idea that Internet interruptions may happen at any given time; as such, all responses, time, bookmarks and comments are saved as candidates answer them. If any interruption were to occur, the candidate's exam would be reinstated to where they left off, before the interruption occurred.

The candidate will have a navigation grid on the right side of the screen. This will display the bookmarking and comment question options, as well as the time remaining in the exam. The candidate may navigate through the exam by clicking on the arrows on the lower left corner or by clicking on the question they choose to go to on the grid. If the candidate would like to hide the time, this can also be done on the navigation grid by clicking on "Hide Time" as shown below. The navigation grid will display:

- Current question in green
- Bookmarked questions in yellow
- Answered questions in gray
- Unanswered questions in white



When the candidate is finished with the exam, he/she can review all the questions by selecting them on the grid, if there is time remaining. If not, the candidate will get a notice that the candidate is out of time and it will end the exam. If the candidate is done before the time expires, they will receive a notification where they must assure that they would in fact like to end the exam. Once this is confirmed, the candidate will be prompted to the end of exam survey (optional) that will allow them to grade the experience in regards to the testing center and the actual exam as shown below.

To take a demonstration test to understand how SMT's computer-based test system works, please click here or go to:

https://www.iqttesting.com/ExamV2008/Default.aspx?Function=SampleExam&Exam=8.

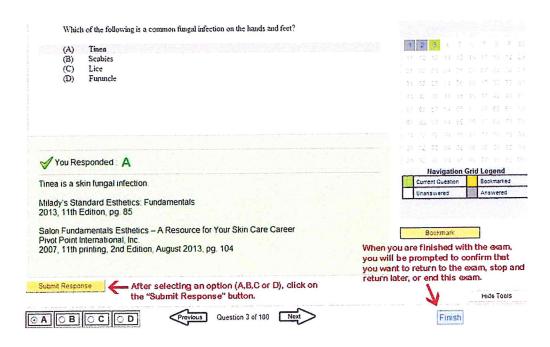
NIC Practice Exam

NIC offers a practice exam for candidates taking the Cosmetology, Esthetics and Nail Technology examination for a minimal fee. The practice exam provides the candidates an understanding of all steps related to their testing experience, and what they may encounter. The practice examination delivery module provides the candidate with a unique practice exam each time the practice examination is purchased. The following is an outline of how the practice exam is administered:

There are 100 questions available in the practice test. The candidate selects the best answer by clicking on the option (A), (B), (C), or (D). Click on the "Submit Response" button to submit your response. You must click the submit button in order to move to the next question.

Once you submit a response, a message box will show you whether your response is correct or incorrect and additional information related to why the option is correct or incorrect.

After the candidate selects a response to the question and clicks the "next" button, the system notifies the candidate if the response is correct or incorrect. An incorrect response will result in an explanation that the answer is incorrect and a reason will be given as to why the answer was incorrect and the reference is provided.



This process will continue until the candidate chooses the correct answer or until a maximum number of attempts have occurred. <u>The candidate's final score is determined by their first response submission for each question</u>.

At the conclusion of each practice examination, each candidate will be provided with a performance report that will include the candidate's strengths and weaknesses. The strength and weakness report will be produced by scoring the first option selected for each question.

To take the NIC Cosmetology Online Practice Exam (English Only) <u>CLICK HERE</u> or go to: https://www.iqttesting.com/registrationv2008/quickregister.aspx (fee applies) For assistance, please call IQT at 1-866-773-1114.

Candidate Preliminary Results

Once the candidate has completed and ended the examination, the candidate will be issued a Preliminary Results Letter.

The following represents a sample of passing and failing candidate results letters:

Louisiana State Board of Cosmetology

Theory Examination Score Report

Candidate Name Candidate Address City, State, Zip Code [Candidate ID

EXAMINATION: National-Interstate Council of State Boards of Cosmetology (NIC) Cosmetology Examination

EXAMINATION DATE:

GRADE: [PASS]*

*This report is an "unofficial" score report. Do not lose the report! Keep this report as proof of taking the examination and also as a receipt. Your license will be issued within 10 business days.

Louisiana State Board of Cosmetology

Theory Examination Score Report

Candidate Name
Candidate Address
City, State, Zip Code
[Candidate ID

EXAMINATION: National-Interstate Council of State Boards of Cosmetology (NIC) Cosmetology

Examination

EXAMINATION DATE:

GRADE: [FAIL]*
SCORE: [SCALE]

The following examination review information is an analysis of your performance in each of the examination content areas. The column titled NUMBER MISSED indicates the number of questions answered incorrectly on the written examination. This review report can be used to assess those areas where your performance was weak or strong. These parts cannot be transferred, nor added for an overall score. Each individual area is weighted as to the importance of competence and public protection for entry level candidates. These weightings (assigned importance) then contribute to the total number of questions that must be answered correctly or tasks that must be demonstrated successfully.

CONTENT AREA TOTAL NUMBER OF C	<u>NUMBER OF QUESTIONS MISSED</u>
SCIENTIFIC CONCEPTS 30	15
HAIR CARE & SERVICES 40	15
SKIN CARE & SERVICES 15	15
NAILCARE & SERVICES 15	15

Please refer to the Candidate Information Bulletin for the list of content areas that are evaluated.

You may take this report to your school to provide your instructors with information on areas that you should improve before your next examination.

Please complete and submit a rescheduling application to your school to retake the Cosmetology examination.

*This report is an "unofficial" score report. Do not lose the report! Keep this report as proof of taking the examination and also as a receipt. Your "official" examination results will be sent electronically to the State of Louisiana.

Conclusion

We hope the information contained within this overview is very helpful in understanding the SMT CBT secure exam delivery system, as it is crucial that the examination administration process is standardized to ensure optimal testing conditions. If you have any questions regarding these processes, our staff of professionals will be available to assist you.